



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending March 31, 2005

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$31,076.50	\$18,071.50	\$13,415.50	\$62,563.50
B. Number of credits issued for repairs - 24 - 48 hours	889	384	353	1,626
C. Number of credits issued for repairs - 48 - 72 hours	1,232	766	591	2,589
D. Number of credits issued for repairs - 72 - 96 hours	332	217	191	740
E. Number of credits issued for repairs - 96 - 120 hours	229	114	86	429
F. Number of credits issued for repairs > 120 hours	458	266	175	899
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$150.00	\$50.00	\$200.00
B. Number of customers receiving credits	0	3	1	4
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments

Item J - Not able to report

Under Performance Data - code Part 730: Items C and D reflect AT&T Business

AT&T Consumer numbers are as follows:

Item C: January - 319; February - 107; March - 67